

### BASIC MEDIATION TECHNIQUES TO GUIDE PARTIES TOWARD RESOLVING THEIR CONFLICTS:

- **SET A CLIMATE OF TRUST.** Elicit norms from parties that encourage:
  - positive speech
  - goodwill
  - creativity
  - allowing everyone to speak without interruption
  - a good faith effort to seek workable solutions
  - respect
  - patience
  - collaboration
- **LISTEN to ALL sides of the dispute.** Acknowledge each speaker as he or she is speaking to affirm him or her and to model listening for the other party.
- **ASK QUESTIONS** of each disputant that will clarify the issues and recognize the speaker's concerns. Ask "how, when and why questions" relating to their concerns.
- Encourage the parties to **ASK ONE ANOTHER**

**QUESTIONS** to promote understanding and uncover parties' interests.

- **FOCUS** the parties on their **COMMON GROUND.**

- Ask both parties what they might be **WILL-**

**ING TO DO** or **DISCONTINUE DOING** to resolve the problem. Encourage parties to consider how the solutions will work in the

**FUTURE.**

- **FOCUS** the parties **ON THE AGREEMENTS** they have made — **and COMMON GROUND** they have uncovered — throughout the discussion, and encourage a written agreement.

- **THANK THE PARTIES** for the work they have done to collaborate and seek creative, peaceful resolutions to their dispute.

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